Credit Card Updater

Ensuring That You Have the Most Accurate Payment Data

Building a strong sustainer and member base takes effort. Don't jeopardize it with outdated credit card information. Blackbaud Merchant Services™ Credit Card Updater can reduce uninterrupted monthly giving by maintaining the latest recurring payment data in your Blackbaud solutions.

Why It's Important

Every day, banks release new payment cards because of expired, lost, or stolen credit cards. This directly impacts your supporters' payment details, leading to a high risk of declined transactions. It places a burden on your staff to reach out to these supporters for updated credit card information.

Credit Card Updater supports all Blackbaud solutions using Blackbaud Merchant Services including: Blackbaud Raiser's Edge NXT® and Raiser's Edge®, Blackbaud CRM™, Blackbaud Luminate Online®, Blackbaud Altru®, and Blackbaud eTapestry.

> "With Credit Card Updater, we see fewer declines and save significant resource time each month.
>
> — Yvonne Norman, IT Director, Plan International® USA

How It Works

New card updates automatically merge into your Blackbaud solution in real time through integration with Blackbaud Merchant Services. This effectively eliminates recurring gift disruptions and significantly cuts down the time your staff spends on donor follow-ups and data entry tasks for expired cards.

Credit Card Updater is available for all Blackbaud Merchant Services–supported currencies and looks for updated card info:

✔ In real time when cardholders submit payments.
✔ Weekly for cards stored for recurring payments.

Credit Card Updater reviews the recurring payment details of your constituents, finding expired card numbers and expiration dates for Visa®, MasterCard®, Discover®, American Express®. Blackbaud collaborates with key partners including Visa Account Updater®, MasterCard Automatic Billing Updater, Discover Network Account Updater, and American Express Cardrefresher® to deliver the service, which is widely used in the business-to-consumer industry.

Ready to find out what Credit Card Updater can do for your organization?

Request a demo